

John McKenna

PARTNER - EXECUTIVE OPERATIONS



Interim & Fractional COO;
Chief Services/Strategy Officer

+1 (610) 368-2979
john.mckenna@techcxo.com

RELEVANT EXPERIENCE

John McKenna is a Partner in TechCXO's Executive Operations Practice. He is most frequently called on by Boards, executive teams and investors to assist tech companies as a **COO** and **Chief Services/Strategy Officer**. During his distinguished career, John has held the following positions:

Chief Strategy and Services Officer at Pomeroy, a private, North American and European IT services firm serving enterprise clients. Under John's leadership, the firm achieved both organic and inorganic growth, and integrated acquisitions for expansion, resulting in the organization's sale. John led the teams that were responsible for relaunching the brand and go to market in North America; standing up an independent technology stack for delivering client service; and transforming the platform to drive process improvement and reduce fixed expense substantially.

Chief Strategy and Services Officer for CompuCom, a publicly traded, IT services firm, where he built and implemented the services organization. John helped drive a public/private transaction along with capital raises and two subsequent acquisitions, resulting in the company being sold. John was instrumental in driving the growth of the services business from \$300M to over \$1B. John created an offshore and nearshore capability to drive margin improvement, as well as establishing the firm as a leader with analysts and influencers (Gartner, Forrester etc.)

Partner in Deloitte Consulting, after selling his ERP consulting firm to them. He was a leader at SAP, selling and implementing for global enterprises across Europe, North America, and Asia Pacific. John began his career in the manufacturing industry as an **SAP** business analyst.

EDUCATION

Bachelor of Science degree in Computer Science from **Heriot Watt University** in Edinburgh, Scotland.

PERSONAL STATEMENT

I bring the full weight of my more than 30 years of software, digital transformation and services leadership to every client engagement. I have a proven track record of execution, having served as an officer and executive in leading technology companies. My approach is based on candor, honesty, transparency and a high sense of urgency (and humor).

My goal is to quickly provide value to clients in the following areas:

- Scalable/profitable growth
- Digital transformation
- IT Services
- Corporate development
- M&A and Post- Merger Integration
- Go-to-Market Planning
- Product Portfolio effectiveness (alignment, optimization, growth)
- Product/service mix, hardware/software/services ratio
- Service management (ITSM) and MSP (Managed Service Provider)
- Cloud first
- Independent advisor, Board of Directors
- International expansion

PRACTICE FOCUS

STRATEGIC PLANNING & EXECUTION

- Company Strategy
- Organizational Alignment
- Strategic Transformation
- Consolidation & Acquisition
- Structure, Systems, Reporting & Accountability

BUSINESS OPERATIONS & KEY INITIATIVES

- Digital Transformation
- Technology Enablement
- Profitability Improvement
- Process Improvement
- Service Design & Optimization
- Technology Commercialization

GROWTH STRATEGY & EXECUTION

- Growth Strategy Design & Execution
- New Market Entry & Expansion
- Go-to-Market Strategy
- Product & Services Portfolio Planning & Delivery Strategy
- Customer Success

SECTOR EXPERIENCE

COMMERCIAL SERVICES

- BPO/Outsourcing Services
- Consulting Services

FINANCIAL SERVICES

IT SOFTWARE & SERVICES

- Application Software
- Automation/Workflow
- Business/Productivity Software
- IT Consulting & Outsourcing
- Network Management Software
- SaaS
- Systems & Information Management

